

16 December 1982

MEMORANDUM TO: Chief, Panama Bureau  
SUBJECT : FAX Equipment and Circuits

The following summarizes Panama Bureau's investigations to date of locally-obtainable FAX equipment and the circuits to serve it.

1. Bureau Chief Engineer [redacted] recently obtained from INTERCOMSA/ Panama City a list of charges for a FAX-quality satellite circuit to Mexico City. The rates, quoted by TELECOMEX/Mexico City for a "half segment" (the Mexican end of the circuit) are 231,562 pesos/month (\$3308 at the present exchange rate of 70 pesos/dollar) for the satellite circuit; 875 pesos/mo (\$12.50) for two unidentified "stations" and 327.5 pesos/mo (\$4.68) for two "terminals"--we interpret these to be related to full duplex modems; a one-time TELECOMEX connection charge of 656 pesos (\$9.37); and a one-time TELEMEX line connection charge of 1,200 pesos (\$17.14). Total monthly charges at the Mexican end are thus \$3,325, an annual rate of \$39,000. The service is promised for 30-60 days from the request, "depending on the availability of lines at the centrals." The Panama half of this satellite circuit would cost \$3,875/mo, \$46,500 per year. Additional Panama charges are unclear at this time. Total circuit charges are thus some \$85,500 annually, about \$10,000 cheaper than projected in our July 1982 Mexico City remote proposal. ✓

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2. As to the FAX equipment itself, we have found that no one in Panama City is familiar with "Nefax" equipment, let alone able to maintain it. There are local dealers for Canon, Panasonic and Rapicom (see attached list). We talked with them all, looking at products, prices and service.

3. The Canon 601 was tested on the Bureau's dedicated microwave circuit to Managua and the results were disappointing. The resulting copy was unreadable. This test is considered inconclusive, however, because the circuit was experiencing line problems throughout the test period. The Canon 401, offering a higher baud rate, was unavailable for testing, but renewed contacts should be made to attempt some kind of test similar to that used with Rapicom. Canon FAX is sold with a 1-year parts and service warranty, followed by a choice of two service contracts; only service (customer pays for parts) at 5% of purchase price, or service+parts, at 10%. A 10% purchase price reduction was offered as a duty-free customer.

4. The local Panasonic representative has an inoperative Panafax UF-520 demonstrator which he has not been able to have fixed because of inadequate maintenance support.

5. The Rapicom dealer offers several varieties of FAX equipment and provides extensive post-sales support. Prices seem reasonable compared to other FAX, spares are available and maintenance service is rapid.

a. The Rapicom 1500 is a 4,800-baud machine compatible only with other Rapicom FAX equipment. We have seen the 1500 demonstrated over microwave circuits to San Jose. The resulting copy was mostly readable, although fine print was blurred and print faded excessively at the bottom of pages.

b. The Rapicom 3300 is a newer dry process machine compatible with any CCITT Group 3 (high speed) or Group 2 (medium speed) FAX equipment, providing automatic transmission and receipt at a maximum rate of 9,600 bauds, automatically testing line quality and stepping down to 4,800 or 2,400 bauds as needed. Items will not transmit below line quality minimums, and receipt is automatically logged at the transmit end. The 3300 also has a voice coordination mode--in effect, an order wire for FAX coordination--and remote terminal operations, which allows automatic initiation of document copying at the distant site. We have seen the 3300 demonstrated over satellite circuits to Asia and Latin America, where copy from magazine and newspaper print was of excellent quality. We have been unable to conduct parallel tests over microwave circuits.

6. Rapicom cites a price for the 3300 of \$7,735 FOB San Jose, Calif. Shipping, handling and customs charges--eliminated if units were sent via FBIS channels--would add \$200, for a total of \$8,000 per unit. Maintenance, to include labor and parts, is offered under contract for \$1,500 per unit per year, serviced in Panama City. We are assured that if multiple units are involved, spares would be provided to replace units which had to be returned to Panama City for maintenance.

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D/CNTER  
Panama Bureau

Attachment:  
list of local dealers

cc: C/FCS  
C/Ops

C/ED)FEB

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<b>TRANSMITTAL SLIP</b>		DATE 5 Jan 83
TO: C/Ops		
ROOM NO.	BUILDING	
REMARKS:  cc of memo FYI on FAX Equipment and Circuits  We haven't done any more testing with Mexico City, per HQ instructions. But we have been looking at the local market.  <i>[Handwritten signature]</i>		
FROM:D/Chief - Panama Bureau		
ROOM NO.	BUILDING	EXTENSION